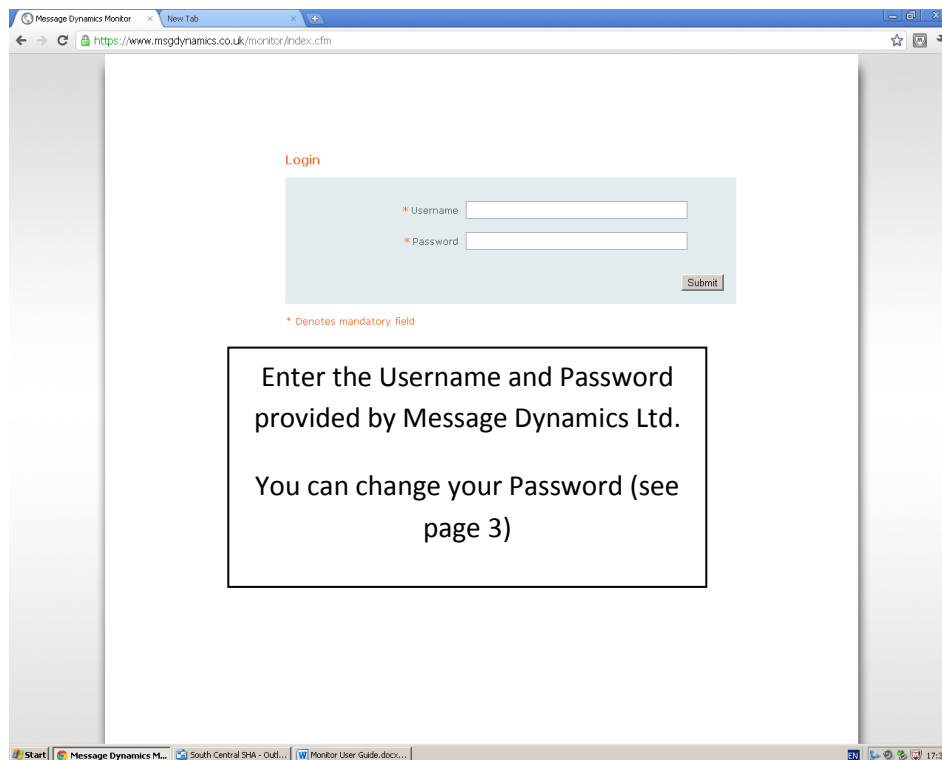


CONTENTS

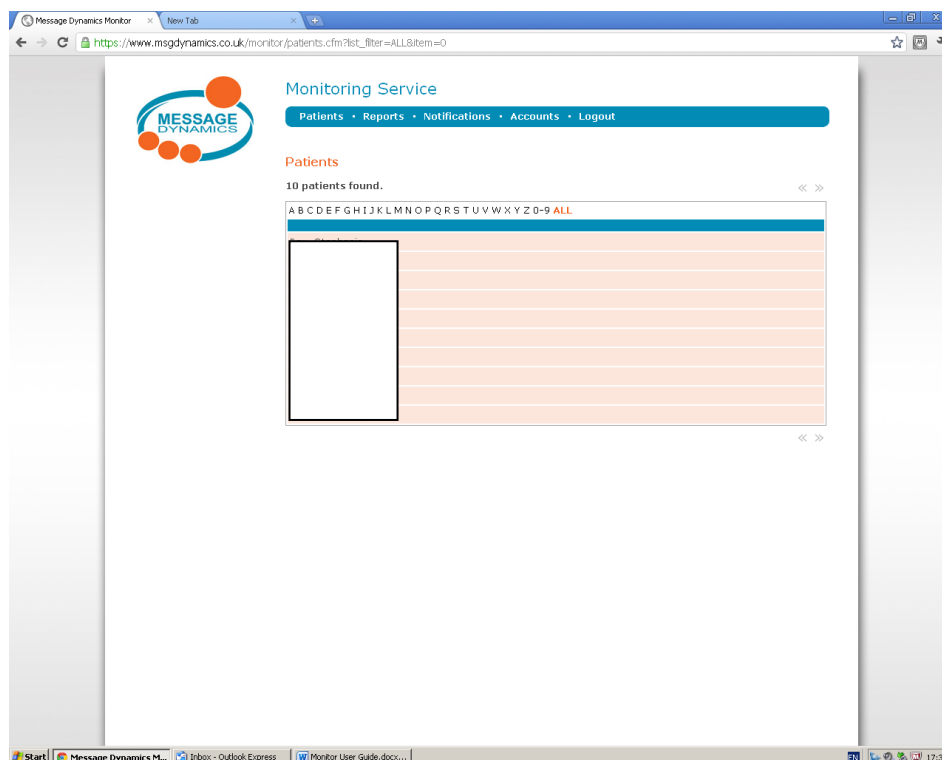
Logging In	Page 2
How to sign in & how to change your password	
Adding, Editing or Removing Patients	Page 5
How to add new patients to the list of people who will be called	
How to change their details (e.g. a changed telephone number)	
How to remove patients from the list of people to be called	
Scheduling Calls to Patients	Page 8
How to call patients on the right day(s) of the week	
How to call patients at the right time of day	
Temporarily suspending calls	Page 10
How to stop calls going to patients who are on holiday	
Viewing Reports	Page 11
How to view how patients replied to the calls	
Changing where Alerts go	Page 16
How to change the telephone number that alerts are to be sent to	
Adding New Users within the COPD Team	Page 17
How to give your colleagues access	

Logging In

1. Connect to <https://www.msgdynamics.co.uk/monitor>

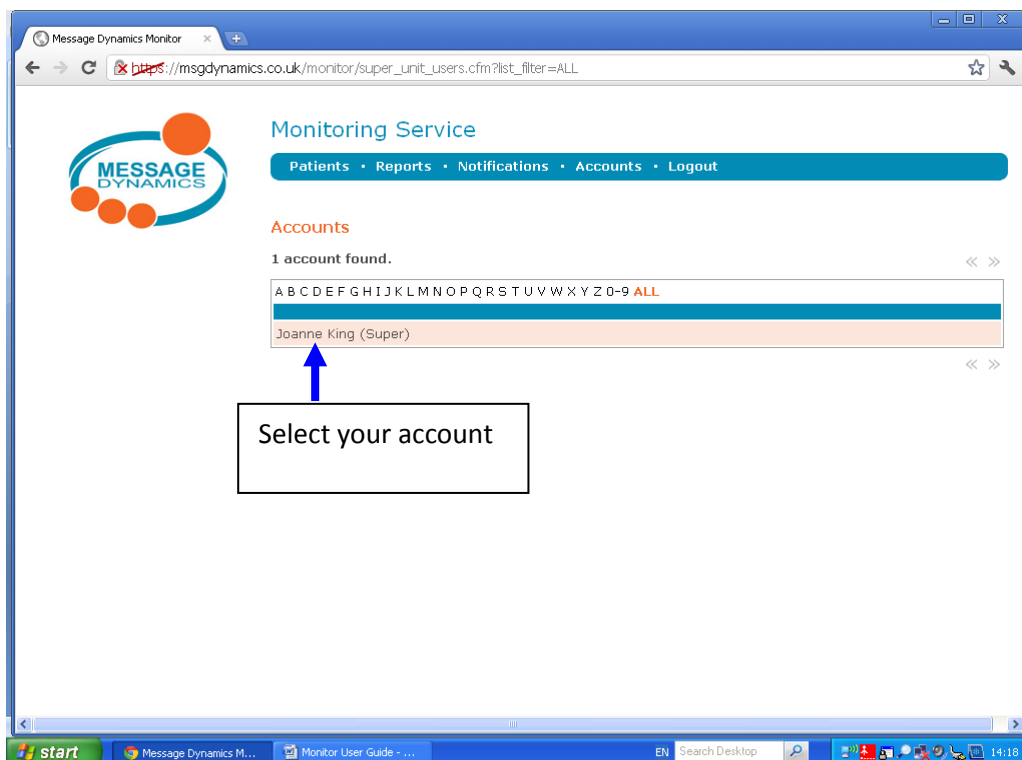
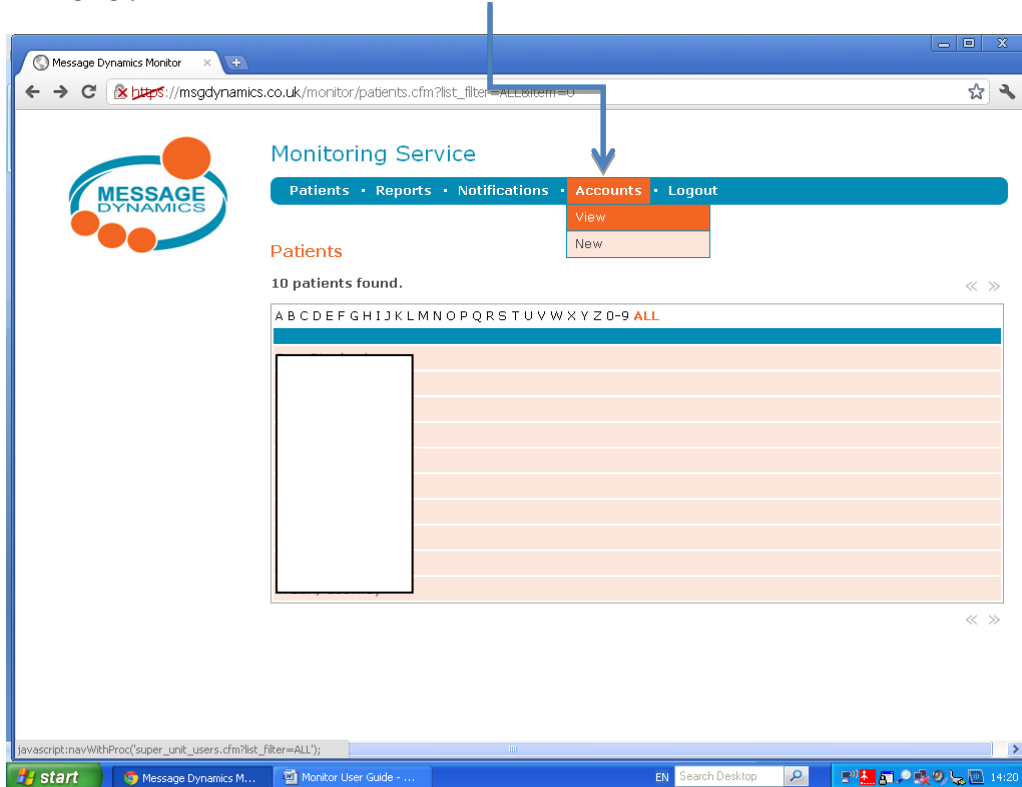


2. This is the first screen that you will see and confirms that you are successfully logged in

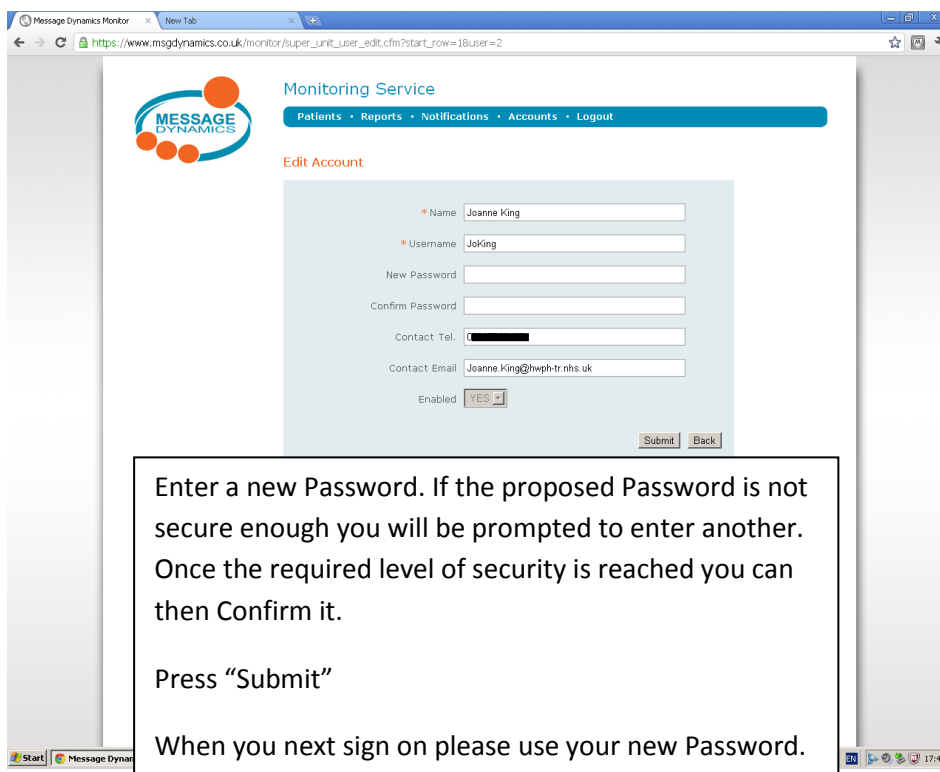


Message Dynamics Monitor User Guide

3. Changing your Password: Select “Accounts” and then “View” from the horizontal menu



Message Dynamics Monitor User Guide



Message Dynamics Monitor

Monitoring Service

Patients • Reports • Notifications • Accounts • Logout

Edit Account

* Name: Joanne King

* Username: JokKing

New Password:

Confirm Password:

Contact Tel.:

Contact Email: Joanne.King@hwph-tr.nhs.uk

Enabled: ☒

Submit Back

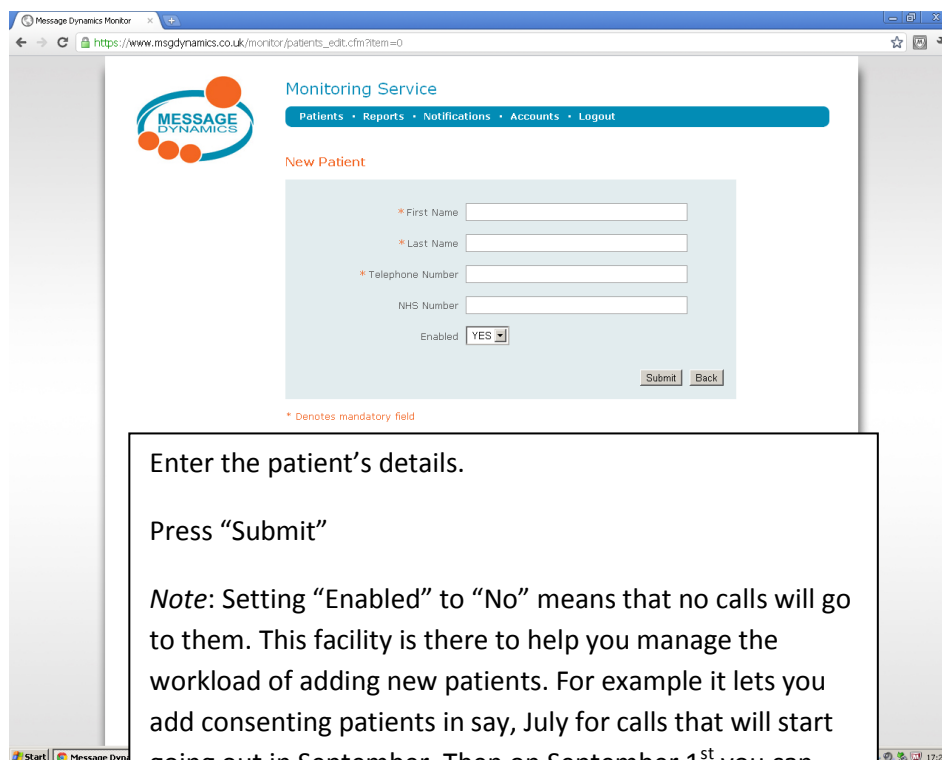
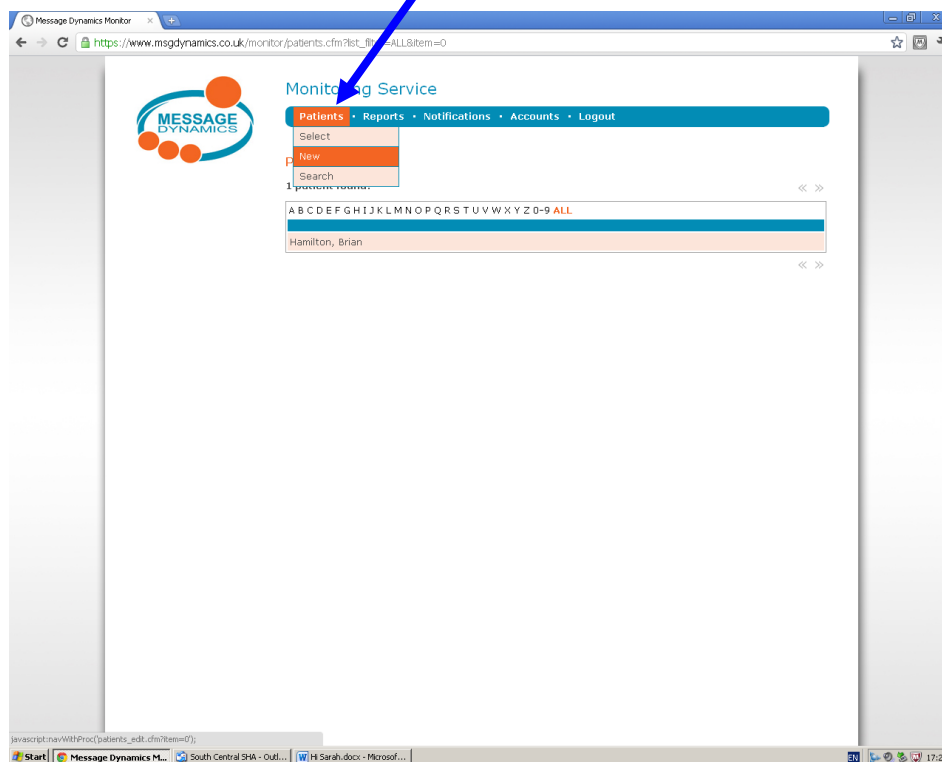
Enter a new Password. If the proposed Password is not secure enough you will be prompted to enter another. Once the required level of security is reached you can then Confirm it.

Press "Submit"

When you next sign on please use your new Password.

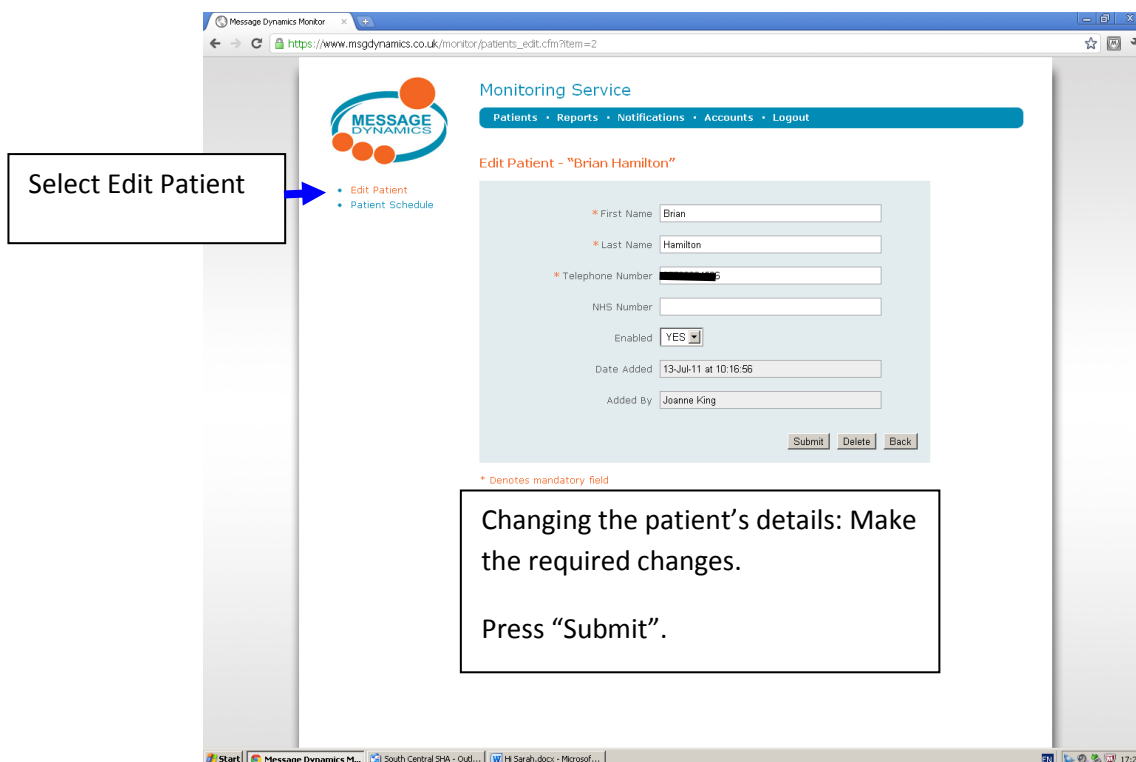
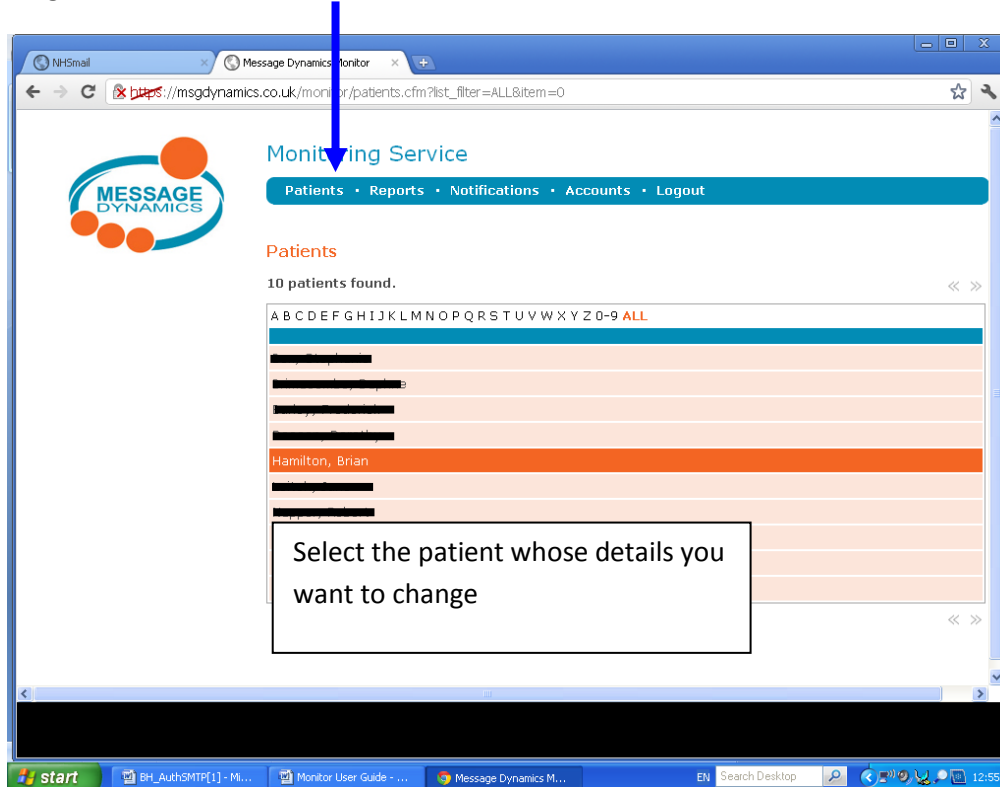
Adding, Editing or Removing Patients

1. Adding a new patient: Select “Patients” then “New” from the horizontal menu



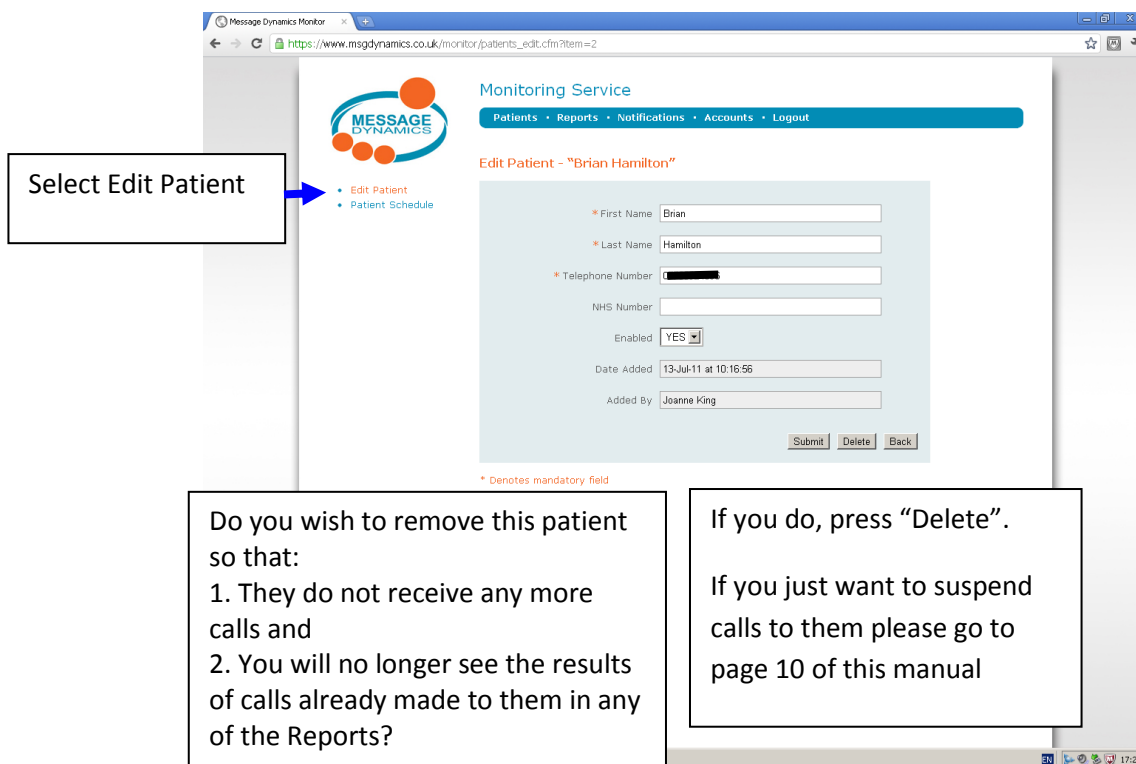
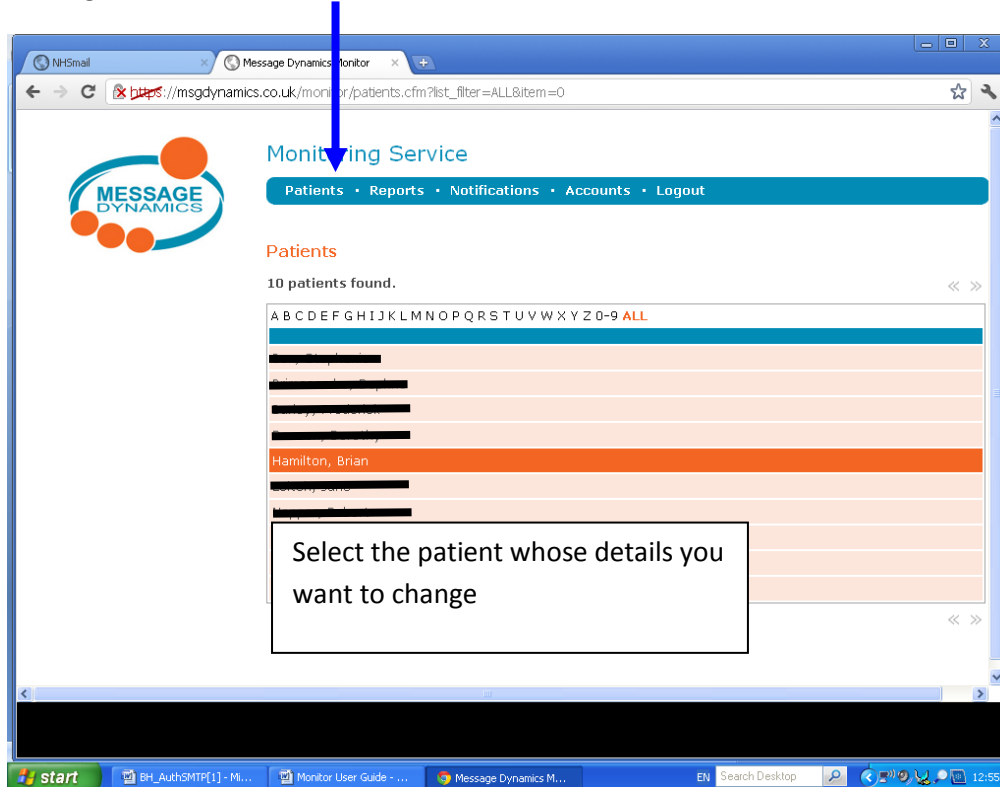
Message Dynamics Monitor User Guide

2. Editing a Patient: Select “Patients”



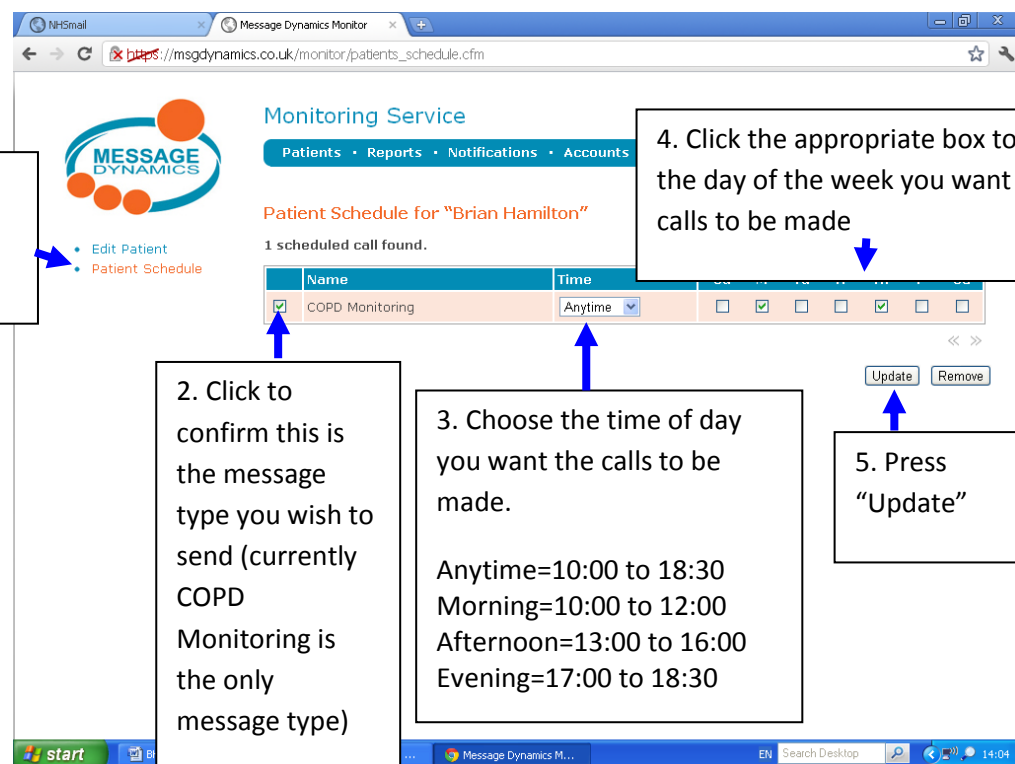
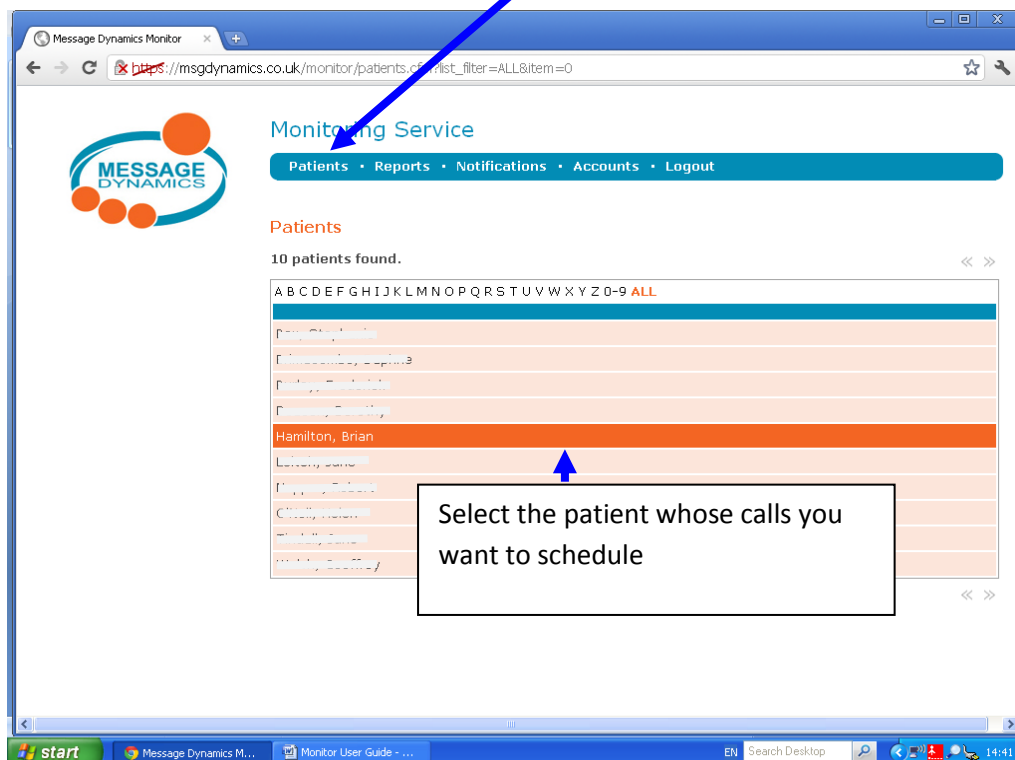
Message Dynamics Monitor User Guide

1. Removing a Patient: Select "Patients"



Message Dynamics Monitor User Guide

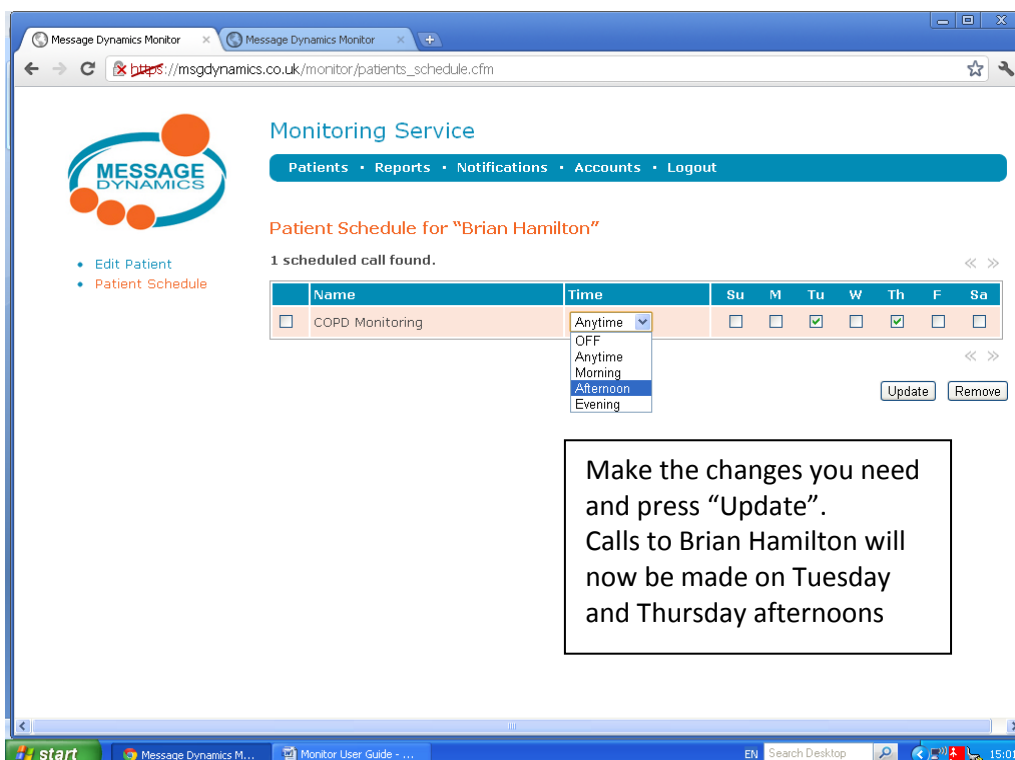
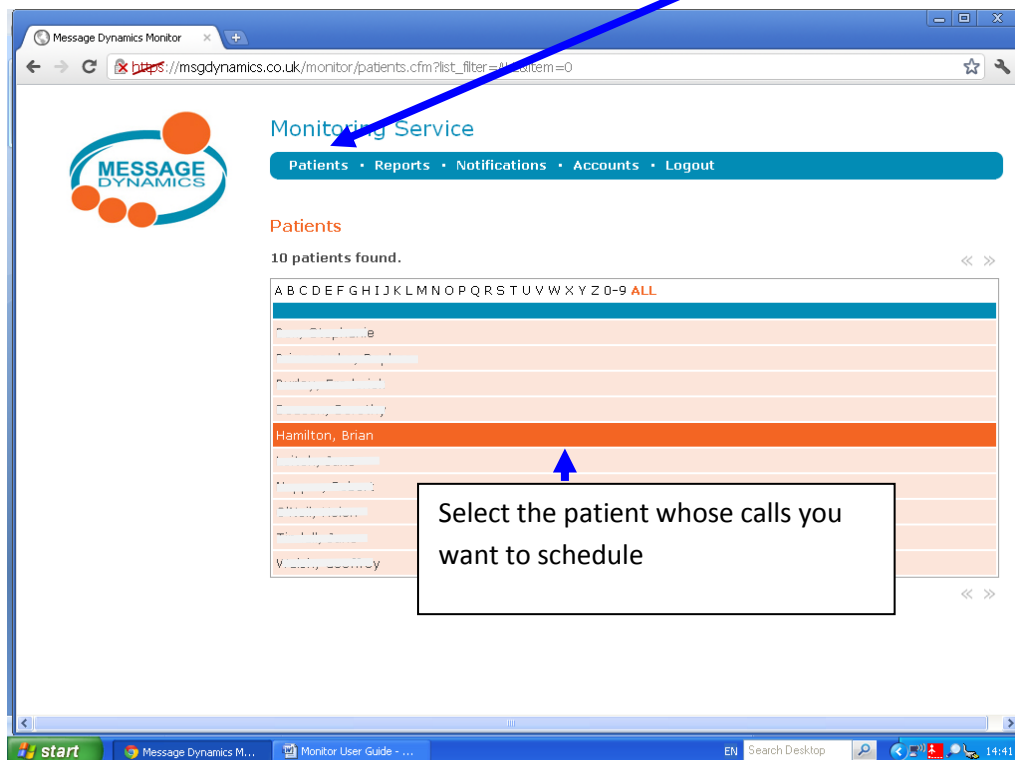
Scheduling Calls to Patients: Select “Patients” from the horizontal menu



With the “Patient Schedule” set up as illustrated, COPD Monitor calls will be sent to Brian Hamilton between 10am and 18:30 every Monday and Thursday ad infinitum unless you suspend them (see page 10) change the schedule(see page 9) or remove the patient entirely (see page 7)

Message Dynamics Monitor User Guide

Changing the Scheduling of Calls to Patients: Select "Patients" from the horizontal menu



Temporarily suspending calls

Monitoring Service

Patients • Reports • Notifications • Accounts • Logout

Patient Schedule for "Brian Hamilton"

Patient schedule updated.

1 scheduled call found.

Name	Time	Su	M	Tu	W	Th	F	Sa
<input checked="" type="checkbox"/> COPD Monitoring	OFF Anytime Morning Afternoon Evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Update Remove

1. Select "OFF". This will stop any calls going to the selected patient.

2. Press "Update"

When the patient returns and you want to restart the calls to them please remember to reset "OFF" to "Anytime", "Morning", "Afternoon" or "Evening" and press "Update".

Message Dynamics Monitor User Guide

Viewing Reports: Select “Reports” from the horizontal menu

Message Dynamics Monitor

Monitoring Service

Patients • Reports • Notifications • Accounts • Logout

Reports

Date Range: Last 4 Weeks (15-Jun-11 to 13-Jul-11)

Scheduled: 1 Attempts: 1 Connected: 1 Responses: 1 Alerts: 0

Patient Replies	A summary of all responses from a Patient within the specified criteria.
Unit Calls	A summary of responses from all Patients within a Unit for the specified criteria.
Message Log	A list of calls that are pending or are complete by Patient or Unit.
Notification Log	A list of the notifications generated by Patient or Unit.
No Replies	A list of Patients who have not registered a survey result over a number of call days.

Message Dynamics Monitor

Monitoring Service

Patients • Reports • Notifications • Accounts • Logout

Reports

Patient Replies / Brian Hamilton / COVID Monitoring / Results

Date Range: Last 4 Weeks (17-Jun-11 to 13-Jul-11)

Brian Hamilton ([REDACTED])

Patient Replies

☒ Breathlessness ☒ Wheeziness ☐ Cough ☐ Sputum ☐ Sputum Colour

Much Worse

New / Worse

Same or Better

No Reply

Date	Breathlessness	Wheeziness	Cough	Sputum	Sputum Colour
20-Jun-11	Same or Better	Same or Better	No New	No New	No Change
23-Jun-11	Same or Better	Same or Better	No New	No New	No Change
27-Jun-11	Same or Better	Same or Better	No New	No New	No Change
30-Jun-11	Same or Better	Same or Better	No New	No New	No Change
03-Jul-11	Same or Better	Same or Better	No New	No New	No Change
07-Jul-11	Same or Better	Same or Better	No New	No New	No Change
11-Jul-11	Same or Better	Same or Better	No New	No New	No Change
13-Jul-11	Same or Better	Same or Better	No New	No New	No Change
14-Jul-11	Same or Better	Same or Better	No New	No New	No Change

* Symptoms reported are highlighted.

Message Dynamics Monitor User Guide

Select "Unit Calls" to view a summary of the answers given by each patient

Monitoring Service

Patients • Reports • Notifications • Accounts • Logout

Reports

Date Range: Last 4 Weeks (15-Jun-11 to 13-Jul-11)

Scheduled: 1 Attempts: 1 Connected: 1 Responses: 1 Alerts: 0

Patient Replies	A summary of all responses from a Patient within the specified criteria.
Unit Calls	A summary of responses from all Patients within a Unit for the specified criteria.
Message Log	A list of calls that are pending or are complete by Patient or Unit.
Notification Log	A list of the notifications generated by Patient or Unit.
No Replies	A list of Patients who have not registered a survey result over a number of call days.

Monitoring Service

Patients • Reports • Notifications • Accounts • Logout

Reports

Unit Calls / COPD Monitoring / Results

Date Range: Last 4 Weeks (16-Jun-11 to 14-Jul-11)

1 call found.

☒ Breathlessness ☒ Wheeziness ☒ Cough ☒ Sputum ☒ Sputum Colour

Date	Name	Telephone	Response	Alert
13-Jul-11	Brian Hamilton	01234 567890	Breathlessness Wheeziness Cough Sputum Sputum Colour	Same or Better Same or Better No New No New No Change

* Symptoms reported are highlighted.

Message Dynamics Monitor User Guide

Select "Message Log" to view the number of calls, call attempts and finished status of calls to patients

Monitoring Service

Patients • Reports • Notifications • Accounts • Logout

Reports

Date Range: Last 4 Weeks (15-Jun-11 to 13-Jul-11)

Scheduled: 1 Attempts: 1 Connected: 1 Responses: 1 Alerts: 0

Patient Replies	A summary of all responses from a Patient within the specified criteria.
Unit Calls	A summary of responses from all Patients within a Unit for the specified criteria.
Message Log	A list of calls that are pending or are complete by Patient or Unit.
Notification Log	A list of the notifications generated by Patient or Unit.
No Replies	A list of Patients who have not registered a survey result over a number of call days.

Monitoring Service

Patients • Reports • Notifications • Accounts • Logout

Reports

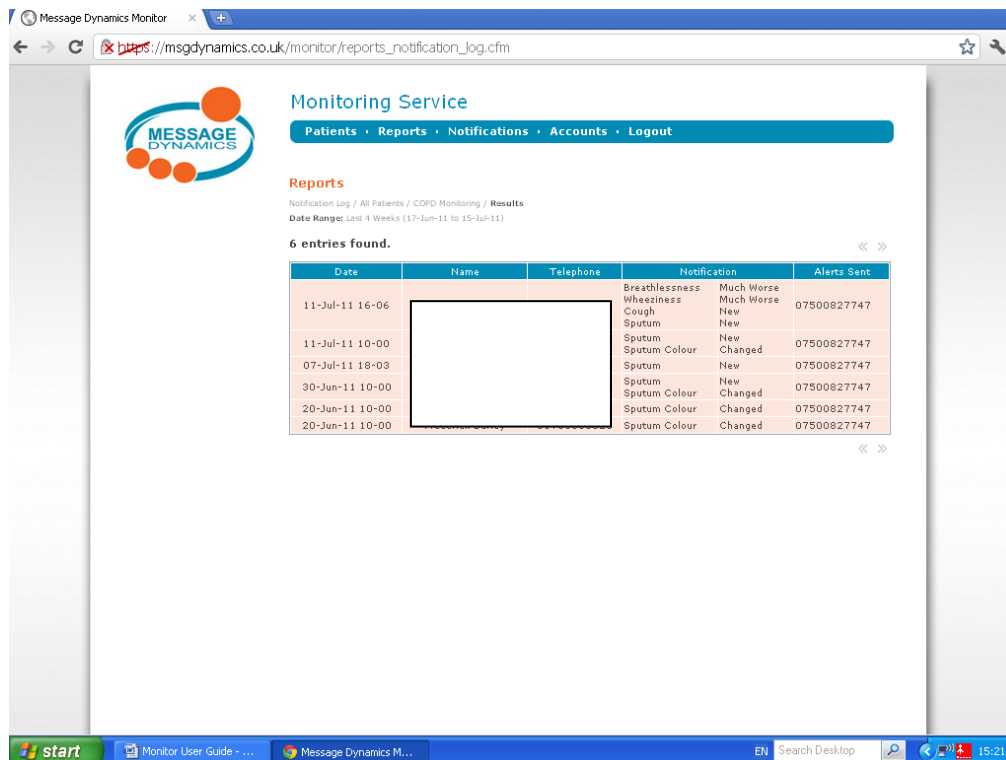
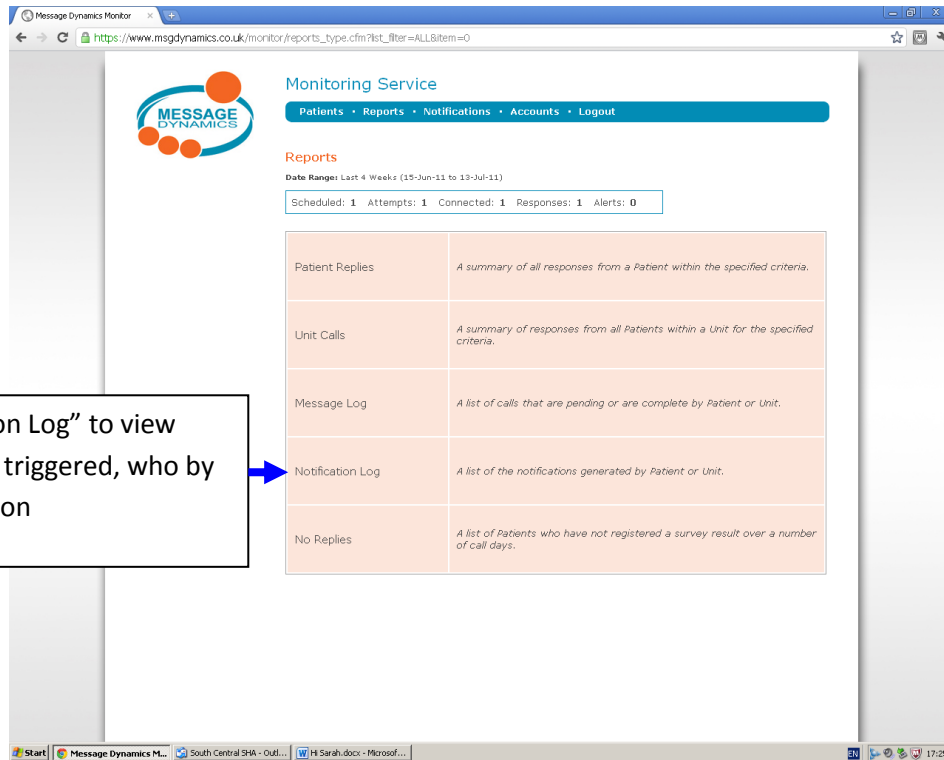
Message Log / Brian Hamilton / COPD Monitoring / Results

Date Range: Last 4 Weeks (17-Jun-11 to 15-Jul-11)

15 entries found.

Name	Telephone	Attempts	Send Time	Status	Action	Response Time
Brian Hamilton		1	14-Jul-11 10:00	complete	complete	13-Jul-11 10:00
Brian Hamilton		1	13-Jul-11 10:00	complete	complete	14-Jul-11 11:03
Brian Hamilton		1	11-Jul-11 10:00	complete	complete	11-Jul-11 10:00
Brian Hamilton		1	07-Jul-11 10:00	complete	complete	07-Jul-11 10:00
Brian Hamilton		1	04-Jul-11 10:00	complete	complete	04-Jul-11 10:00
Brian Hamilton		1	30-Jun-11 10:00	complete	complete	30-Jun-11 10:00
Brian Hamilton		2	27-Jun-11 12:02	complete	complete	27-Jun-11 12:02
Brian Hamilton		1	27-Jun-11 10:00	complete	retry_sent	27-Jun-11 10:00
Brian Hamilton		3	23-Jun-11 14:04	complete	complete	23-Jun-11 14:04
Brian Hamilton		2	23-Jun-11 12:02	complete	retry_sent	23-Jun-11 12:02
Brian Hamilton		1	23-Jun-11 10:00	complete	retry_sent	23-Jun-11 10:00
Brian Hamilton		4	20-Jun-11 16:10	complete	complete	20-Jun-11 16:10
Brian Hamilton		3	20-Jun-11 14:07	complete	retry_sent	20-Jun-11 14:07
Brian Hamilton		2	20-Jun-11 12:03	complete	retry_sent	20-Jun-11 12:03
Brian Hamilton		1	20-Jun-11 10:00	complete	retry_sent	20-Jun-11 10:00

Message Dynamics Monitor User Guide



Message Dynamics Monitor User Guide

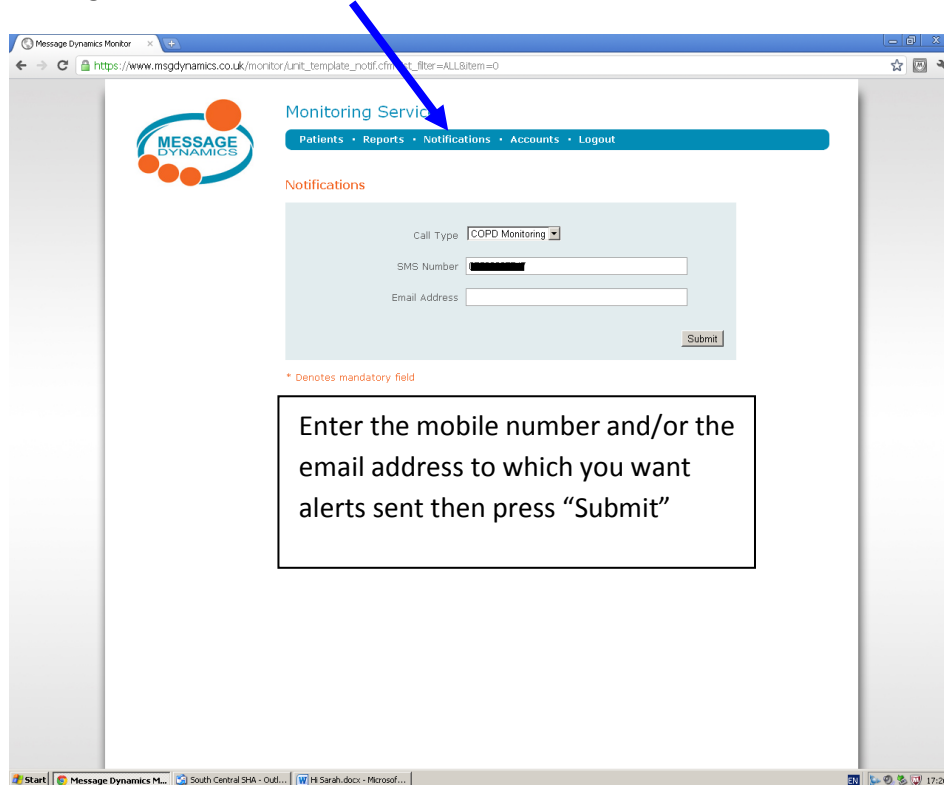
The screenshot shows the Message Dynamics Monitor web application. The browser address bar displays https://www.msgdynamics.co.uk/monitor/reports_type.cfm?list_filter=ALL&item=0. The page features the Message Dynamics logo and a navigation menu with links: Patients, Reports, Notifications, Accounts, and Logout. The 'Reports' section is active, showing a date range of 'Last 4 Weeks (15-Jun-11 to 13-Jul-11)' and summary statistics: Scheduled: 1, Attempts: 1, Connected: 1, Responses: 1, Alerts: 0. A table lists various reports:

Report Name	Description
Patient Replies	A summary of all responses from a Patient within the specified criteria.
Unit Calls	A summary of responses from all Patients within a Unit for the specified criteria.
Message Log	A list of calls that are pending or are complete by Patient or Unit.
Notification Log	A list of the notifications generated by Patient or Unit.
No Replies	A list of Patients who have not registered a survey result over a number of call days.

A callout box on the left contains the text: 'Select "No Replies" to view when individual patients have not responded to the call'. A blue arrow points from this box to the 'No Replies' row in the table.

The Windows taskbar at the bottom shows the Start button and several open applications: Message Dynamics M..., South Central SHA - Out..., and H Sarah.docx - Microsof... The system clock indicates 17:25.

Changing where Alerts go: the alerts have been preset to go to a specific telephone but if you want to change this select “Notifications” from the horizontal menu.



The screenshot shows the Message Dynamics Monitor web application. The top horizontal menu includes links for Patients, Reports, Notifications, Accounts, and Logout. The 'Notifications' link is highlighted with a blue arrow. Below the menu, the 'Notifications' section contains a form with the following fields:

- Call Type: COPD Monitoring (dropdown menu)
- SMS Number: [Redacted]
- Email Address: [Empty]

A 'Submit' button is located at the bottom right of the form. Below the form, a note states: '* Denotes mandatory field'. A text box with a black border contains the following text:

Enter the mobile number and/or the email address to which you want alerts sent then press “Submit”

Message Dynamics Monitor User Guide

Adding New Users within the COPD Team: Select “Accounts” from the horizontal menu

